

# **AGENDA**

## **SOLID WASTE MANAGEMENT PROGRAM TASK FORCE**

June 29, 2004  
7:00 - 10:00 P.M.

<u>Item</u>	<u>Responsible Person</u>
➤ Opening/Welcome - 7:00	Chairman
○ Approval of Minutes of June 8	
○ Meeting Expectations	
➤ Role of LMI	Dan Jackson, LMI
➤ Review of Identified Issues	Chairman/Facilitator
○ Categorizing issues	All
○ Environmental	
○ Customer Service (Charter for Good Service)	
○ Operations	
○ Identification of Additional Issues	All
○ Prioritization of Issues/Discussion/Decisions	All
➤ Discussion of Task Force Work Plan	All
➤ Discussion for “homework” for next meeting	All
➤ Recap of meeting - 9:30	Facilitator/Chairman
➤ Adjourn - 10:00	Chairman

**Next meeting - July 27, 2004, 7:00 p.m. in the Government Center,  
Conference Room 4/5**

**Minutes of the Solid Waste Management Program Task Force  
Government Center Conference Room 4/5  
12000 Government Center Parkway  
Fairfax, VA 22035  
June 29, 2004**

**Approved July 27, 2004**

**Members Present:** Joyce Bissonette, Peter Crane, Marilyn Blois, Clark Tyler, Sheila Roit, John Townes, Joann McCoy, William Lecos, Jim Langemeier, Joan Carr, John Hasel, Joyce Doughty, Conrad Mehan, Robin Smyers, Paul Liberty

**Members Absent:** Queenie Cox

**Guests:** Larry Edwards

**County staff:** Catherine Lunsford, Marilyn McHugh, Linda Boone

The meeting was called to order at 7:03 p.m.

Two members of the Task Force, who did not attend the June 8<sup>th</sup> meeting, were introduced, Robyn Symers and Paul Liberty.

Role of LMI

Dan Jackson provided an overview of LMI. Its mission is to serve the public sector. See attachment for details of the short presentation.

When the Task Force achieved a quorum, the minutes of the June 8, 2004 meeting were submitted for approval and seconded. The minutes were approved as presented.

Members asked staff to make changes to email addresses and phone numbers on the membership list.

Given this was the first substantive meeting of the Task Force concerning the potential issues, the Chairman set the meeting framework and shared status on current communications for the benefit of all members. The Chairman, aided by the facilitator, opened the Task Force discussion of the potential issues.

Review of Identified Issues

The categorized potential issues that were distributed at the last meeting were reviewed. The Chairman indicated that he felt the issues fell into 3 overarching categories—Operations, Customer Service, and Environmental. He removed several issues he thought had already been resolved by the Board's action on May 10. This was discussed and accepted for the time being.

A draft re-categorized list of issues had been sent with the minutes. Consensus was reached that the 3 topics of environmental, customer service and operations would be categories for further investigation, even though many of the issues are interdependent.

- Environmental is defined as anything that has an impact on the county's environment. Sheila Roit will take the lead on this subgroup, if the Task Force uses small groups to do its work.
- Customer Service involves the relationship between a collector and the customer. The Task Force needs to identify what is good customer service and gain a commitment from all collectors to provide good service.
- Operations issues address the relationship of the collectors with the county. Here the Task Force wants to provide recommendations that can be used by the county in its dealings with the waste collectors.

It was suggested that competition was one of the items the Board of Supervisors asked the Task Force to consider. Comment was made that the Task Force cannot manipulate the relationship of customers and collection companies-- the marketplace will address competition. For most of the county now, competition is alive in communities and customers can choose their services. The Task Force needs to ensure that all residents do have choices in fact.

Collection companies are ready and able to serve customers. Customer service is already improving because of the public hearing process and airing of these issues.

One opportunity for the Task Force to undertake would be to find ways to get information to residents about the choices available to them.

#### Identification of additional issues

An issue that needed to be added is the opportunity for small businesses to contract to provide county collection. There are limited opportunities for small companies to compete because of the very stringent procurement requirements. Small collection companies need a level playing field.

Is this something that can be addressed elsewhere? No.

The Task Force needs to develop a strategy for dealing with various issues that arise.

Another issue about contracting relates to HOAs and how they select vendors to provide services. The Task Force could help develop a tip sheet for contracting, evaluating proposals, and monitoring contract performance.

These are really 2 issues – contracting and procurement. Contracting could fall under the customer service topic while procurement could be contained within the operations issues.

#### Prioritization of Issues

The members used dots to vote on their top five issues.

A question was raised as to whether the Task Force wanted to ask the Board of Supervisors for a moratorium on the creation of new sanitary districts. Not without additional information that staff will provide for the next meeting such as: number of petitions currently in process, number of new districts anticipated for next approval period, current number of sanitary districts, etc.

The top issues (those getting 5 or more votes) are and the larger category they fall within:

- Frequency – free market –Customer Service
- Air Emissions - Environment
- Competition - Customer Service
- Enforcement - Operations
- Evaluate consequences of county getting out of waste collection - Operations
- Materials to be collected - Environment
- Procurement - Operations

It was suggested that a baseline agreement as to what constitutes good customer service needs to be established by the Task Force and then collectors could voluntarily subscribe to the good service practices. Are there volunteers who want to help set the standards for the Charter for Good Service? Contact the Chairman if you are interested.

The following issues received no votes in the prioritization, but will be discussed later in the process:

- Extra charges for special collections
- Ewaste
- Removing Nicad batteries
- Commingling waste and recyclables
- Proper disposal of recyclables
- Encourage vacuum leaf collection
- Waste definitions
- Strategies for emergencies

It was agreed to move the issues of safety and strategies for emergencies to customer service. See attachment for revised list of issues and votes.

It was suggested that level of services should replace frequency since it has already been decided that one size does not fit all when it comes to once or twice per week collections of waste. Perhaps in the future residents may need twice weekly collection of recyclables.

The Task Force reached consensus about how to proceed with their work. The Task Force will focus on the 3 categories and develop approaches and strategies at a high level, then look at the top issues within the categories. Contracting and procurement issues were added as issues.

Other issues will probably be added within the 12 months of the Task Force's work.

#### Discussion of Task Force Work Plan

- Customer service – customers and haulers relationship
- Environmental – issues affecting the environment
- Operational -- issues between county and haulers

Given the broad definitions above, when the Task Force begins a new category, it was suggested that there be a framing discussion for each category. This would:

- provide a context for the discussion,

- present key issues,
- identify most contentious issues, and
- suggest those issues that could gain consensus quickly.

Once each category of issues is discussed and as many issues as possible resolved, recommendations to the Board of Supervisors could be identified. Then the final report could be completed in parts along the way.

The Task Force needs to build momentum and get consensus on some issues, then build toward discussion of the tougher issues.

It was mentioned that the two recent collectors meetings have not been well attended. At the last meeting, the collectors suggested that the next meeting be put on hold until a survey is complete. The survey was sent to all collection companies on June 28 asking for suggestions on how to improve attendance, e.g. different time or day of week. Staff was asked to notify the Task Force of all collectors' meetings so that members could attend.

The Task Force really needs input from the collectors. They could almost be a sub-committee of the Task Force to resolve mainly the operational issues and provide recommendations to the Task Force.

Sheila Roit will begin the discussion of the environmental issues at the next meeting on July 27. Customer Service will follow in October and Operations issues will be the last category to be discussed.

If anyone has additional Issues in the environmental category, contact Sheila before the next meeting. Sheila currently plans to discuss: Federal legislation, what EQAC is doing, ewaste, solid and hazardous waste, air quality recommendations to the Board, issues about fuel, how can haulers convert to fuels that are recommended, and the Board of Supervisors' environmental agenda.

Are visitors allowed at the Task Force meetings? Yes, these are public meetings and open meetings to guests or visitors who want to address the Task Force.

Chairman Connolly asked that small businesses be included in this process. Are they? Yes, through the experience of many of the members in small businesses, the Small Business Commission, and having the smaller collection companies as members of the Task Force. The small business perspective will be included in all the recommendations. Financial viability of small businesses is important. In an industry that has consolidated significantly in recent years, we do not want to do anything to put other collection companies out of business.

Staff asked the members to review the draft webpage for the Task Force. If you have comments or suggestions, contact Linda or Jeff at 702-324-5230. It was suggested and approved that a way for residents to contact the Task Force be added to the webpage.

The Chairman offered to have an email address established for comments from Task Force members and the community to be located on the Chamber of Commerce's site: [swmp@fcc.org](mailto:swmp@fcc.org).

## Recap of meeting

### LMI presentation

Identified issues and validated them

Resorted issues into 3 topics: environment, customer service and operations.

Contracting and procurement were added as issues. Contracting will be added in the customer service topic and procurement under the operations topic.

Staff was asked to provide a status on sanitary districts at the next meeting: process for forming a district, # in process, etc. Then the Task Force will determine if it wants to recommend a moratorium on sanitary districts to the Board of Supervisors.

Environmental issues ---staff will help Sheila prepare the overview for the next meeting.

Task Force developed a timeline for moving forward:

- Environmental issues completed by September
- 3 meetings about Customer Service issues
- 3 meetings on Operational issues
- By April should be able to review report
- Finalize report in May

Homework for next meeting — consider what is a charter of Good Customer Service.

There will be a planning meeting between the Chair and Co-chair, LMI and county staff to develop an agenda for the July 27 meeting.

The meeting adjourned at 9:05 p.m.

**The next meeting will be July 27, 2004 at 7:00 p.m. in the Government Center, Room 4/5**